

Supervisory Skills – Frontline Services

Course Programme

Unit 1: Supervision and Leadership

- ✂ What is required from you as a supervisor?
- ✂ Role models of leadership
- ✂ Leadership and supervision
- ✂ What are the current issues?
- ✂ Task methodology

Unit 2 The role of a Team Leader

- ✂ Team building
- ✂ Identifying strengths & weaknesses

Unit 3: Being effective in your role

- ✂ Customer Service and frontline sectors: Who are the customers? The impact of good service; Managing performance
- ✂ Health and Safety: Risks and Hazards: Supervision and monitoring
- ✂ Time Management: Prioritising the tasks

Unit 4: Supervisory Tips on.....

- ✂ Problem solving
- ✂ Dealing with change
- ✂ Listening skills
- ✂ Learning styles
- ✂ Talking to staff